

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE OFFICE TECHINICIAN (TYPING)	DISTRICT/DIVISION/OFFICE District 4 / Southwest Region	
WORKING TITLE OFFICE TECHINICIAN (TYPING)	POSITION NUMBER 904-690-1139-	EFFECTIVE August 15, 2014

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work regularly and on time; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT: Under the supervision of a Caltrans Regional Administrative Officer, the Office Technician is responsible for the most difficult clerical duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned task such as exceptional customer service while performing clerical duties that support the Division of Maintenance through customer assistance via over the counter and while answering phones and backing-up dispatching. In addition, the Office Technician will perform various typing assignments and prepare spreadsheets for: Public complaints, Claims, MSR's, Health & Dental Benefits; type and prepare Safety Reports, act as back up for input of TOPPS & IMMS timekeeping; will file, track & record the leave balances of employees and may cover for CRAO during temporary absences. Ability to type 40 wpm is highly desirable.

TYPICAL DUTIES:

E/20%	Respond to correspondence from various departments and agencies for the processing of MSR's Claims and public complaints.
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E/20%	Maintain and create daily spreadsheets as needed for the various databases used within the Region..
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E /20%	Type and process daily Safety Reports, 3067' 270's, and input all Pull Notices.
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E/10%	Type Medical and Dental Benefits forms.
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E/10%	Enter input into the Employee Certification License database.
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M/5%	Provide back up for all processing of the TOPPS, and IMMS timekeeping computer system. Maintain records of regular overtime, and all leave time for both Regions.
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M /5%	Provide back up for Radio Dispatcher. Will receive, type and input dispatch radio messages for response to Hazardous spills, and trouble calls in connection with Highway Maintenance into the BAIRS system database.
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M /5%	Answer and screen phone calls, front window assistant, directing of visitors, and logging of public complaints into the IMMS System.
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M/5%	Warrant Distribution-Payroll
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SUPERVISION EXERCISED OVER OTHERS

None is required in this position; however, may act as CRAO during short-duration absences.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIRMENTS

Knowledge of modern office methods and procedures, filing and telephones techniques. Must be proficient in the use of Microsoft Word, Windows and Excel software programs.

Ability - Understand written and verbal instructions, makes corrections and recommend improvements when necessary. Must be able to perform difficult clerical work, including the ability to spell correctly, possess excellent written and verbal communication skills, and make arithmetical computations. Must be able to organize and coordinate activities in order to maintain work flow.

Highly desirable to have the ability to type at least 40 wpm.

CONSEQUENCE OF ERROR/RESONSIBILITY FOR DECISIONS

Generally makes decisions and takes appropriate actions in performing office support. Poor decisions and errors in judgement could result in Monetary Liability.

PUBLIC AND INTERNAL CONTACTS

Must maintain good internal relationships with fellow employees, other Maintenance regions and public contacts.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Physical requirements include overhead filing, and use of various types of copy and facsimile.

This position requires sitting for long periods of time using keyboard and display terminal.

Mental requirements includes sustained mental activity needed for the smooth flow operation of the office. Must have ability to deal with busy work environment and maintain accurate records and files.

Emotional requirements include the ability to develop and maintain working relationships with co-workers, maintenance staff, all internal contacts, and the flexibility to handle change in office conditions.

WORK ENVIRONMENT

Incumbent will be located in a secured office building with adequate lighting, and appropriate parking space. Work Station consists of open area work stations with appropriate air conditioning in the summer and heat in the winter, shared with a group of clerical staff.

I have read and understand the duties listed above and can perform them with/without reasonable Accommodation. (If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the reasonable Accommodation Coordinator.

EMPLOYEE

DATE

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

SUPERVISOR

DATE